Local and independant ISP's are more user friendly and in my case easier to contact and they will not oversell the bandwidth. Larger companies outsource, long waits for tech support and are ruthless in their billing practices. what happen to the trust busters. It is getting so that no one can start a buisness in this country without some hugh corperation lobbying to stamp them out with their highly paid lawyers and kickbacks to lawmakers to creat road blocks for the small guy. don't kill the "MOM and POP" ISP's